

COMPLAINT WRITER - DISPATCHER

GENERAL STATEMENT OF DUTIES: Operates radio, telephone, and computer units at police headquarters to receive and relay police calls; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for manning the complaint desk and police console on a rotating basis during an assigned shift. Employees of this class must be able to function calmly in emergencies and to take appropriate action efficiently. Additional duties are of a routine clerical nature. Work is performed under the general supervision of a higher-ranking member of the police department in accordance with established policy.

EXAMPLES OF WORK: (Illustrative Only)

Provides information and receives complaints by telephone and at information window of police headquarters;
Operates radio equipment to dispatch police officers and dog warden;
Maintains continuous status and location records of patrol vehicles;
Prepares a Daily Bulletin of activities;
Records and files complaints and accident reports;
Compiles information for police department reports and updates location files and other records;
Operates video display unit to enter information or make inquiries of computer files;
Monitors police frequencies;
Operates phone patch system to establish contact between duty physicians and ambulances;
Collects fines and issues receipts for parking violations and other similar matters;
Obtains information for police officers on patrol from department files and from computer data;
Monitors fire and burglar alarms, dispatches necessary personnel and equipment and maintains required alarm records;
Contacts, by radio, personnel of various city departments as needed in emergencies;
Operates basic office equipment and computer;
Performs such duties as required as new procedures or technology are developed;
Shall perform other duties as prescribed by the Chief of Police.

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REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:

Good knowledge of the operation of radio and telephone equipment; good knowledge of the geography of the city; ability to perform calmly and efficiently in emergency situations; ability to maintain records and prepare reports; ability to understand and follow oral written instructions; ability to write legibly; clerical aptitude; good judgment; good hearing and clear diction; courtesy; good physical condition.

MINIMUM REQUIREMENT:

Graduation from high school; or any equivalent combination of training and experience.

PERFORMANCE TEST:

The performance test is pass/fail. In order to pass, you must enter the data at a minimum rate of at least 6,000 keystrokes per hour (which is equal to typing approximately 20 words per minute), with an accuracy rate of at least 97.5%.